

Research Article

Waste Retribution Revenue Management in Improving Community Environmental Cleanliness Services in Kelurahan Simpang Tanjung

Afrida Yani Siahaan^{1*}, Nurhalizah², Vinka Atira Werdy³, Laiqah Syaziyah⁴, Ayu Kurnia Sari⁵¹ Universitas Pembangunan Panca Budi, Indonesia 1; e-mail : afridasiahaan42@gmail.com² Universitas Pembangunan Panca Budi, Indonesia 2; e-mail : nurhalizah827@gmail.com³ Universitas Pembangunan Panca Budi, Indonesia 3; e-mail : vinkaতিরawerdy@gmail.com⁴ Universitas Pembangunan Panca Budi, Indonesia 4; e-mail : laiqahavaziyah@gmail.com⁵ Universitas Pembangunan Panca Budi, Indonesia 5; e-mail : avukurniasari@dosen.pancabudi.ac.id

* Corresponding Author : Afrida Yani Siahaan

Abstract: In the densely populated Simpang Tanjung urban village, waste management is an important challenge in creating a clean and healthy environment. And for that, the effort made by the local government is to collect waste retribution as a source of local revenue (PAD) to be used to support cleaning operational costs. This study aims to improve cleaning services and evaluate community participation and to determine the effectiveness of waste retribution management. This research uses a descriptive qualitative approach by collecting data through direct interviews with cleaning officers, village officials and the community. This research shows that community participation in paying retribution is good and the collected funds are managed accountably. The management of waste retribution in Simpang Tanjung urban village runs quite well and effectively. However, there are several obstacles both internally and externally such as the lack of cleaning staff, limited waste transportation infrastructure and low public awareness about disposing of waste in the provided place. Therefore, it is important for the government to increase education about disposing of waste in its place and educate waste management in order to create a healthy and clean environment.

Keywords: Cleaning Services; Revenue Management; Waste Retribution.

1. Introduction

Waste retribution is a fee charged by the local government to the community as a form of payment for waste transportation and management services provided by the government to the community. One of the local own-source revenues (PAD) is obtained from local retribution, one of which is waste retribution, which is used to finance local government cleaning operations. These services include waste transportation, management, and final disposal activities.

Waste management is a major challenge in sustainable urban development, especially in areas with high population density. In Indonesia, the increasing population and daily activities have led to an increasing amount of waste being generated every day. Local governments play an important role in providing cleaning services through a waste retribution system regulated by Law No. 28/2009 on Local Taxes and Levies and Law No. 18/2008 on Waste Management. Waste management must be carried out in an organized and continuous manner in order to reduce adverse impacts on the environment and public health.

The formulation of the problem in this journal research is first how effective is the revenue from waste retribution in supporting community environmental cleanliness services in Simpang Tanjung Village, Second what strategies can be applied to increase the effectiveness of waste retribution management in supporting environmental cleanliness in Simpang Tanjung Village.

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Through a descriptive qualitative research approach, this study aims to determine the extent to which waste retribution revenue management plays a role in improving environmental cleanliness services in the Kelurahan Simpang Tanjung. This study not only describes the process of collecting and using retribution funds, but also explores the extent of community participation and the barriers that exist in the cleanliness management system in the area. By understanding the actual conditions in the field, it is hoped that the results of this study can be the basis for improving a more effective and sustainable cleaning system.

This research is expected to increase community awareness and participation in maintaining environmental cleanliness, especially through timely payment of waste retribution and good utilization of cleaning services. By doing so, it will create good cooperation between the government and the community to realize a clean, healthy and sustainable environment in the Kelurahan Simpang Tanjung.

2. Theoretical Study

Kadek Diana Harmayani, Ida Ayu Raj Widhiawati, Ida Bagus Made Baskara Andika, Made Sumbertiasih (2023) in their research in Buleleng district found that most people want retribution rates that are in accordance with service quality. However, only a small portion is willing to pay according to the predetermined nominal. This shows that the match between tariff and service is very important to increase community participation.

Wahyu Pratama Tamba (2024) explained that the government is advised to increase socialization, apply the principle of justice consistently, strengthen coordination between parties, and conduct periodic evaluations so that the compensation policy really has a positive impact on the welfare of the community around the TPST (integrated waste management site).

Luthfan Hibatul Haqqil, Asianto Nugroho² (2020) in their research in Surakarta city focused on the implementation of waste retribution and the factors that influence its effectiveness. They emphasized the importance of supporting regulations, public awareness, coordination between agencies, and institutional capacity in ensuring the smooth implementation of the levy.

Rina Novi Safitri, Zulkarnaini (2022) in their research in Pekanbaru city aims to find out the extent to which waste retribution services have run optimally and identify the inhibiting factors faced in its implementation. In this case, it shows the need for optimal efforts that can be done through potential levy income, supervision, coordination between related parties, and levy collection strategies.

Linda Grace Loupatty, Dwi Kriswantini, Alfrin Marthen Usmany (2022) in their research which aims to find out the collection of garbage levies or cleaning services has been running effectively and contributes to increasing Regional Original Revenue (PAD). In this study they used the Effectiveness Theory, namely efficiency, adequacy, equity, responsiveness, and accuracy.

3. Methodology

This research uses a descriptive qualitative approach. This method was chosen to describe in depth and comprehensively the management of waste retribution revenue and its contribution to improving community environmental cleanliness services in the Simpang Tanjung urban village. In a qualitative approach, researchers can understand the situation and problems directly through interviews with the community, cleaning officers and lurah office staff.

4. Results and Discussion

The waste retribution service is a levy or fee given to the community in return for cleaning services provided by the local government. This retribution is used to finance all operations and maintenance of waste facilities. There are several variations of retribution fees or levies depending on the type and location of the object, such as city center, suburban, business center, and household locations.

Local retribution is regulated by the legal basis in the Regional Regulation (PERDA) of Medan city as follows:

- a. Regional Regulation (PERDA) of Medan City No. 1 of 2024 concerning regional taxes and levies.
- b. Perda Kota Medan No. 10 of 2012 concerning retribution for cleaning services.

- c. Mayoral regulation no 11 of 2024 concerning the implementation of local regulation no 9 of 2012 concerning retribution for cleaning services.

4.1. Subjects and Objects of Local Retribution

a. Subject of Retribution

The subjects of retribution on public services in Medan City are the people who use or enjoy the services provided by the local government, both entities and in-dividuals. Some of the general services retribution services provided by the local government of Medan City are:

- a) Health Services
Individuals or entities who utilize health services, be it auxiliary health centers, mobile health centers, and inpatient health centers.
- b) Solid waste/environmental hygiene services
Individuals or entities who utilize cleaning services provided by the local government.
- c) Public roadside parking services
Individuals or entities utilizing parking facilities on the edge of public roads.
- d) Market services
Individuals or entities utilizing government-run market services.

b. Retribution object

The object of retribution for waste cleaning services is cleaning services provided by the local government for the purpose of public interest, both private and corporate. Some objects of cleaning retribution in Medan City

- a) Household
Retribution is calculated based on the type of household and location of the household.
- b) Office
Office retribution is calculated by considering the location and size of the building.
- c) Public facilities
Public facilities that require cleaning services such as households, markets and schools.
- d) Business premises
Business premises are also subject to retribution based on the area and type of business such as figures. Restaurant, and shopping center.
- e) Industrial waste
Industrial waste is also subject to retribution by calculating the type of waste volume.



The flowchart of Medan City's waste management in general with 2,000 tons of waste generated every day, waste management involves several stages starting from waste collection, waste transportation, waste sorting, to the Final Process Place (TPA).

From the flow diagram of waste management above, it shows that the waste management process is:

- 1) Source of waste
Sources of waste are waste from households, markets, offices, schools, industries, and businesses.
- 2) Waste collection
Waste collection is carried out by environmental cleaners or P3SU who are on duty in each neighborhood.
- 3) Waste transportation
Waste transportation is carried out after all waste is collected which is transported by trucks or other transportation fleets to temporary shelters.
- 4) Waste sorting
Waste that is already in temporary shelters is sorted into two types of waste, namely:
 - o Organic waste such as food waste, leaves and kitchen waste
 - o Inorganic waste such as metal plastic waste and other non-biodegradable waste
- 5) Waste management
 - o Organic waste can be managed by composting.
 - o Inorganic waste, waste that can be recycled and resold to become industrial raw materials.
- 6) Final waste reduction
Waste that has been managed into compost and has been recycled can help reduce the burden of waste disposal to landfills.
- 7) Landfills
Waste that cannot be composted or recycled will be disposed to landfill.

4.2. Implementation of Waste Retribution Management in Simpang Tanjung Village

The management of waste retribution revenue in Simpang Tanjung urban village is carried out systematically by field officers known as foremen. The foreman has the main responsibility in collecting the retribution fee from the community using an official receipt called Warkat Retribusi Sampah (WRS), which is issued by the Environment Agency of Medan City.

The amount of WRS that must be paid by the community each month is Rp.38,500 per house, and the total amount of realization obtained each month is Rp. 9,196,500, which is obtained from 287 active customers. After the collection process is complete, all funds are deposited into the Sumut bank and then entered into the Regional Original Revenue (PAD) treasury. This procedure is reported back to the environmental agency as a form of transparency and accountability.

During the billing process, no significant obstacles were found as the activities ran smoothly. To ensure that the quality of cleaning services is maintained, the head of the neighborhood (KEPLING) actively supervises the performance of cleaning staff in the field. After the retribution fund is deposited, its management is carried out by the Regional Financial and Asset Management Agency (BPKAD) in accordance with applicable regional financial management regulations.

4.3 Effectiveness of Retribution Management in Improving Cleanliness in Simpang Tanjung Neighborhood

Based on the results of interviews and direct observations in the field, waste retribution management has proven to have a positive impact on improving environmental cleanliness in Simpang Tanjung urban village. The janitors conduct regular waste collection from each neighborhood. Supporting facilities such as garbage carts and garbage cans are also provided at several points to make it easier for the community to dispose of waste.

However, the implementation still faces several obstacles, such as:

- a. The number of janitors available is still limited and not proportional to the area that must be served.
- b. Waste collection equipment, such as motorized rickshaws, is limited in number and insufficient to transport waste from all areas of the kelurahan. This condition makes

the waste transportation process less optimal, especially in areas that are far from the main collection point.

- c. Public awareness is still lacking in terms of discipline in disposing of waste at the designated place and time.

4.4. Community Participation in Waste Payment and Management

Community participation in paying garbage levies in the simpang tanjung sub-district is quite good. This can be seen from the realization of revenue that almost reaches the predetermined target. Increased public awareness in paying retribution contributes to supporting cleanliness operations in the neighborhood and can increase Regional Original Revenue (PAD).

However, not all people have independent waste disposal facilities in their homes. As a result, some residents dispose of garbage at the place belonging to neighbors who already have garbage cans. This causes inconvenience and can trigger small social conflicts among the community.

This situation shows that although many people are willing to pay retribution, there are still those who are not aware of their responsibility in managing their own waste. Therefore, there is a need for an approach that involves the community directly and more intense education so that the cooperation between the kelurahan government and the community is better.

5. Conclusions

From the research conducted by the researcher, it can be concluded that the management of garbage retribution in the simpang tanjung urban village area is running well as regulated in local regulation no 10 of 2012 concerning cleaning services. Revenue realization that almost reaches the target every month is one of the relatively good community participation to make monthly retribution payments. The method used by the government of Simpang Tanjung urban village to maximize the level of environmental cleanliness is by conducting direct monitoring by the head of the neighborhood (KEPLING). direct collection by the foreman and always providing trash bins in public spaces. To improve the effectiveness of environmental cleanliness management, it is not enough for the government to do it alone, but it requires col-laboration between the village and the community that waste management is very important in creating a clean, sustainable and healthy environment. It is also necessary to educate the community more intensively on the importance of a clean environment.

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